

REQUEST FOR PROPOSAL—ADDEDUM 01



Advertised Date: 9/6/2020

Request for Proposal (RFP) Title:

Volunteer Transportation

Due Date: 10/29/2020 – no later than 4:00 p.m., Local Time

Electronic Proposals are hereby solicited and will only be received via email: SHS-SpecialProjects@co.snohomish.wa.us

Subject Line: Volunteer Transportation Proposal

RFP Candidate Conference Call:

A pre-RFP conference call will be held Tuesday, September 22, 2020 from 10:00 a.m.-11:00 a.m. PST. The conference call will take place via Microsoft Teams.

[Join Microsoft Teams Meeting](#)

[Learn more about Teams](#) | [Meeting options](#)

[+1 425-262-2000](tel:+14252622000) United States, Seattle (Toll)

Conference ID: 501 872 030#

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REQUEST FOR PROPOSALS

1. SCHEDULE

Due to Covid-19 restrictions, the county buildings are closed and the employees are working remotely, therefore, RFP packets will not be accepted in person at the Snohomish County office.

DATE	EVENT
9/8/2020	Release of RFP Application Packet
09/18/2020	RFP Written Questions Due to SHS-SpecialProjects E-mail <i>Questions shall be submitted to the County by email to SHS-SpecialProjects@co.snohomish.wa.us no later than 4:00 p.m. Local Time.</i>
09/22/2020	<u>Join Microsoft Teams Meeting</u> Learn more about Teams Meeting options +1 425-262-2000 United States, Seattle (Toll) Conference ID: 501 872 030# RFP Conference Call from 10:00am-11:00am
9/24/2020	County Response to RFP Written Questions and Summary of RFP Candidate Conference Call
09/29/2020	Mandatory Letter of Intent Due, no later than 4:00 p.m., Local Time
10/29/2020	RFP Proposals due by 4:00 p.m., Local Time
11/09-11/13/2020	Proposal Evaluation Committee (PEC) review and evaluation of proposals
11/16/2020	PEC recommendations submitted to Human Service Director
12/15/2020	Notification sent to RFP candidates and contracting process initiated

REQUEST FOR PROPOSAL

2. OVERVIEW

A. Issuing Agency

This Request for Proposals (RFP) is issued by the Snohomish County Department of Human Services, Long Term Care and Aging, (hereinafter referred to as the "County").

B. Purpose

Snohomish County is soliciting proposals from organizations to contract for the following program: Volunteer Transportation Services—Transportation services to older adults, age 60 and over, residing in Snohomish County.

C. Availability of Funding

The successful RFP candidate will contract for the amount of: \$42,137 (no guarantee of funding) and the contract start date will be: January 1, 2021.

Program	Estimate of Anticipated Funding
Volunteer Transportation	\$42,137

3. SCOPE OF WORK TO BE PERFORMED

A. Program Description

The Agency shall administer Volunteer Transportation services designed to transport older persons, age 60 and over, to and from medical and health care services, social services, meal programs, senior centers, essential shopping and some recreational activities within and outside Snohomish County. Services will be accessible to older persons who have no other means of transportation or are unable to use existing transportation. Appropriate personal assistance for those with limited physical mobility shall be provided during transport. Volunteers shall use their own vehicle to transport older persons and provide door-to-door service.

B. Eligibility Criteria for Client being served by Volunteer Transportation

All services provided under this Contract shall be provided to older adults, age 60 and over, who reside in Snohomish County. For additional eligibility requirements

please refer to Transportation Program Guidance published by ALTSA <https://www.dshs.wa.gov/altsa/home-and-community-services/transportation-program-guidance>;

4. QUALIFICATION REQUIREMENTS

A. Minimum Service and Outcome Requirements

1. The Agency shall, at minimum, provide 50,000 miles of transportation to eligible older persons provided by volunteers age 18 or over using their own vehicles.
2. The Agency shall maintain liability insurance coverage for volunteer drivers, conforming to the requirements of the Basic Terms and Conditions Agreement referenced on the Contract face page.

B. Volunteer Driver Orientation and Training:

1. The Agency shall require its volunteer drivers to follow safe defensive driving practices and shall design a training program to ensure its drivers have the skill, knowledge and training necessary to follow such safe defensive driving practices.
2. The orientation plan for new volunteers shall include the role of volunteers, rights and responsibilities, reimbursement procedures, reporting requirements and evaluation.
3. In addition, volunteer drivers shall receive passenger assistance training that includes:
 - a. Getting from pick-up location to the vehicle;
 - b. Transferring to/from wheelchair;
 - c. Safe driving techniques; and
 - d. Emergency procedures.

C. Volunteer Driver Requirements

The Agency shall use the highest standard of care in selecting and training volunteer drivers for this program. Selection of volunteer drivers shall include, at minimum, verification that the prospective driver:

1. Has an appropriate and valid Washington State driver's license;
2. Has had no moving traffic violations and has not been involved in any at-fault accidents within the past two years;

3. Has completed a current criminal history background check through the Washington State Patrol criminal identification section and is free of a record of crimes against others; and
4. Is physically capable of safely driving a vehicle. This verification should be in the form of a written medical statement or other form of creditable verification.
5. The volunteer driver shall be willing to maintain records and accept, record and deposit client donations while protecting the client's right to confidentiality.

5. ADDITIONAL CONTRACT REQUIREMENTS

A. Emergency Procedures

1. The Agency shall establish written procedures to be followed in the event a client becomes ill or is injured while at the Agency's office or if staff is at the client's home. The plan must be thoroughly explained to staff and volunteers.
2. The Agency will have a plan for serving currently authorized clients during periods when normal services may be disrupted. Disruption to normal services may include earthquakes, floods, snowstorms, and other natural disasters. Particular attention should be made for those clients who are most at risk.
 - a. When services are delivered at the Agency's workplace, the plan will include contact information for volunteer drivers, a list of emergency services, and stores of emergency provisions.
 - b. When services are delivered offsite, the plan will include contact information for high-risk clients.

B. Mandated Reporting Requirements

1. The Agency shall comply with state procedures for mandated reporting of alleged or suspected abuse, neglect, exploitation or abandonment of a vulnerable adult as outlined in Chapter 74.34 RCW, Abuse of Vulnerable Adults.
2. The Agency shall notify Washington State Department of Social and Health Services (DSHS) Adult Protective Services that a report has been made within two (2) business days of making the report.

C. Volunteer Transportation Participant Grievance Procedure

All RFP candidates must have a Grievance Procedure policy.

D. Quality Control

It is the responsibility of the successful RFP candidate to comply with contract language and to assure the quality of services provided. The successful RFP candidate shall have in place internal controls for monitoring standards, contract compliance and the quality of services delivered.

E. Volunteer Transportation Program Location

By the start date of the contract, the successful RFP applicant must identify where the office will be provided.

6. PROPOSAL/SUBMITTAL PROCEDURE

A. Letters of Intent

RFP candidates intending to submit a proposal must submit a Letter of Intent to propose by Tuesday, September 29, 2020, no later than 4:00 p.m. Local Time.

The Letter of Intent shall be accepted in electronic form via email at:
SHS-SpecialProjects@co.snohomish.wa.us

Organizations **that do not submit** a Letter of Intent by Tuesday, September 29, 2020 at 4 p.m., Local Time will forfeit their right to propose.

B. Notice of Solicitation

Failure of the County to notify any party or parties directly regarding the availability of this RFP shall not void the proposal process.

C. Deadline for Submittal

To be considered, only electronic proposals will be received in the county email SHS-SpecialProjects@co.snohomish.wa.us no later than Thursday, October 29, 2020, no later than 4:00 p.m., Local Time.

Late proposals are ineligible and will not be considered.

Proposals received by hard copy are ineligible and will not be considered. Hard copies will be returned to the sender.

D. Modification of Proposal

In the event that a RFP candidate desires to change any part(s) of a previously submitted proposal, the **entire proposal** must be resubmitted **prior to the closing date and time** indicated in the Schedule on page 1. After the closing date, no

modification(s), including partial modifications submitted will be considered. Only the original proposal submitted shall be considered.

E. Addendum to RFP

At any point in time it becomes necessary for the County to revise any part of the RFP, an addendum will be provided to all organizations who have submitted a Letter of Intent. Failure of the County to notify any party directly regarding addenda to this RFP shall not void the process.

F. Authorship

Proposals developed with the assistance of organizations or individuals outside the proposer's own organization (including paid consultants) should be identified. No contingent fees for such assistance will be allowed to be paid under any contract or grant resulting from this RFP.

G. Proposal Costs

RFP candidates shall be fully responsible for any and all costs incurred in the preparation and submittal of their proposals.

H. Acceptance of Terms

By submitting a proposal in response to this RFP, the RFP candidate accepts all terms and conditions of this RFP, as well as all County, state and federal regulations and requirements pertaining to the operation of the solicited services. If selected, the successful RFP candidate agrees to be bound by the proposal and the RFP incorporated in an agreement with the County unless the County agrees that specific parts of either the RFP or the proposal are not part of the agreement. The County reserves the right to introduce additional terms and/or conditions during final contract negotiations.

All contracts administered by Snohomish County Department of Human Services require execution of the Basic Terms and Conditions (Attachment 6) and Business Associate Agreement (Attachment 7) to which the successful RFP candidate must agree as a part of, and a requirement of, this RFP.

I. Right to Reject, Negotiate and/or Cancel

The County reserves the right to reject any or all proposals if such a rejection is in the County's best interest. This RFP is a solicitation for offers and is not to be construed as an offer, guarantee or a promise that the solicited services will be purchased by the County. The County may withdraw this request for proposals at any time and for any reason without liability for damages including, but not limited to, bid preparation costs.

Additionally, the County reserves the right to negotiate with the successful RFP candidate and may request additional information or modification from the successful RFP candidate. When deemed advisable, and before any contract is let, the County reserves the right to arrange an on-site pre-award review to determine the successful RFP candidate's ability to meet the terms and conditions of the RFP.

J. Evaluation Process

A Proposal Evaluation Committee reviews and rates proposals and will make recommendations to the director of the Snohomish County Human Services Department.

K. Availability of Funding

The contract award will be final when Snohomish County and the successful RFP candidate have executed contract. The initial anticipated contract begin and end dates will be January 1, 2021 through December 31, 2021. The County reserves the right to award contracts for an additional three (3) years without resorting to the competitive process for organizations having successful monitorings. There is no guarantee of ongoing funding.

L. Protests of Contract Awards

RFP candidates who have submitted a proposal may protest the award of the contract. The process for protesting the award is as follows:

1. Protests must be filed in writing by email to aime.fink@snoco.org within seven (7) business days of the notification to proposers. All protests are public information after the protest period ends.
2. All protests must state the basis for the protest in clear terms and provide an alternative the protester finds acceptable. The basis of the protest must be a violation of a state or federal contracting law, rule, or regulation applicable to the contracting process.
3. The County will review protests that meet the above conditions.
4. During any part of the review or consideration, the protester may be asked to clarify or amplify statements or to provide proof of claims or other statements. Any such requests must be fully responded to within the time designated by the County. In the event a protester fails to respond, the protest will be dismissed and no further protest will be accepted relative to this RFP.
5. The County Human Services Director or the Aging and Disability Division Manager will review the protest and issue a written response that is intended as a complete

and final answer to the protest. The answer will be issued no later than ten (10) business days after the submittal of the protest.

7. SAFEGUARD OF CLIENT INFORMATION

- A. The major goal of the Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), is to assure that an individual's health information is properly protected while allowing the flow of health information needed to provide and promote high quality health care and to protect the public's health and well-being. Effective April 14, 2003, the Privacy Rule limits the ways in which Protected Health Information about individuals can be used or disclosed. Where use of disclosure is permitted, a written agreement that contains the required privacy language detailing the limits of the use or disclosure is required.
- B. In addition to the Privacy Rule of HIPAA, contractors are prohibited from permitting the disclosure of the contents of any records, files, papers, software, or other communications connected with the administration of its programs for purposes not connected with official business. Official business shall include purposes connected with the administration of County programs.

8. REPORTING REQUIREMENT

Successful RFP candidates shall submit monthly billings of service activities carried out under the contract. The billings are due to the County no later than ten (10) days following the end of each calendar month and proof of the services rendered will be provided to the County during the yearly monitoring of the contract.

9. GENERAL PROVISIONS

- A. The County reserves the right to reject any and all responses received and to issue no contracts as the result of this RFP.
- B. Proposals that do not address all areas stipulated in this RFP may be deemed non-responsive and not be considered further for any contract awarded as a result of this RFP.
- C. The provisions of this RFP, the responses to this RFP, and any additional contract clauses or provisions required by state law or regulation in effect at the time of execution of the contract will be incorporated into the resulting contract by reference or by operation of a law.
- D. The County reserves the right to make an award without any further discussion with the RFP candidates regarding the responses received.

10. PROPOSAL (SUBMITTAL) REQUIREMENTS

RFP candidates submitting a timely Letter of Intent will receive the following electronic attachments on Wednesday, September 30, 2020.

Proposals (submittals) shall include, at a minimum, the following:

1. **Proposal Face Sheet:** The proposal face sheet must be completed, signed or electronically signed by the person authorized to enter into contractual agreements on behalf of the RFP applicant and, if required, the RFP applicant's Board chairperson. Please complete the electronic form--attachment 1.
2. **Technical Section:** The Technical section of the proposal shall define and indicate the methodology for delivery of the services. Please complete the electronic form--attachment 2. Be as concise as possible.
3. **Management Section:** The Management Section of the proposal shall describe how the program will be managed and by whom. Please provide the following information. Be specific and complete. Please complete the electronic form--attachment 3. Be specific and complete.
4. **Budget Section:** Complete Proposal Budget Worksheet in congruence with dollar amount of proposal. Please complete the electronic form--attachment 4.
5. **Attachments:**

- Attachment 1: Request for Proposal Face Sheet
- Attachment 2: Technical Section
- Attachment 3: Management Section
- Attachment 4: Proposal Budget Worksheet, including match requirement
- Attachment 5: Request for Proposal Checklist
- Attachment 6: Basic Terms and Conditions
- Attachment 7: Business Associate Agreement

11. EVALUATION CRITERIA

Proposal evaluations will be based on the RFP candidate responses as follows: Technical Section; Management Section; and Budget Section. Proposals should be submitted in measurable, realistic terms from a budgetary, technical and programmatic standpoint. The Committee will employ a proposal rating system which assigns scores to each proposal.

A. Technical Section – 60 points	
1. Volunteer Transportation Program Description	15 points
2. Service Capacity in Snohomish County	15 points

3. Volunteer Transportation Experience	10 points
4. Volunteer Transportation Evaluation	5 points
5. Orientation and Training Plan	10 points
6. Volunteer Transportation Participant Grievances	5 points
TECHNICAL SECTION SUBTOTAL	60
B. Management Section – 30 points	
1. Governance	5 points
2. Data Collection/Maintaining Program Participation and Program Records	15 points
3. Quality Assurance	10 points
MANAGEMENT SECTION SUBTOTAL	30
C. Budget Section – 10 points	
1. Proposal Budget Worksheet	10 points
BUDGET SECTION SUBTOTAL	10
TOTAL	100

12. RFP QUESTIONS/CLARIFICATIONS

Questions shall be submitted to the Snohomish County Long Term Care and Aging by email to SHS-SpecialProjects@co.snohomish.wa.us **Friday, September 18, 2020**, no later than **4:00 p.m., Local Time**.

Silent Period. A Silent Period is established between the time the County develops the RFP and the time that the County recommends funding award(s) of the RFP. The Silent Period includes the issuance, submittal receipt and evaluation of the RFP. All proposers, consultants or individuals acting on their behalf are hereby prohibited from contacting or lobbying any County employee, official or representative regarding this RFP during the Silent Period. All communications regarding this RFP should be addressed during the RFP Candidate Conference Call and/or submitted in writing via email as stated in the RFP Schedule. Failure to observe to the Silent Period may disqualify the proposer and/or delay or void the RFP.

13. ADDENDA

If at any time the County changes, revises, deletes, clarifies, or otherwise modifies the RFP, the County will issue a written addendum to the RFP and post it on the County Website.

14. INSURANCE REQUIREMENTS AND INDEMNIFICATION

See Attachment 6, Basic Terms and Conditions, Section XXXVI.

15. TITLE VI (FEDERAL) NON-DISCRIMINATION

Snohomish County assures that no person shall on the grounds of race, color, national origin, or sex as provided by Title VI of the Civil Rights Act of 1964, as amended, and the Civil Rights Restoration Act 1987 (P.L. 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any County sponsored program or activity. Snohomish County further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

16. COUNTY NON-DISCRIMINATION

By signing and submitting a response to this RFP, the proposer (firm or individual) certifies that, in the event it is awarded a contract under this competitive solicitation (i.e., becomes the “successful contractor”), and as of the date of contract award, it shall comply with the “Non-Discrimination Clause” provided below:

Non-discrimination. It is the policy of the County to reject discrimination which denies equal treatment to any individual because of his or her race, creed, color, national origin, families with children, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability as provided in Washington’s Law against Discrimination, Chapter 49.60 RCW, and the Snohomish County Human Rights Ordinance, Chapter 2.460 SCC. These laws protect against specific forms of discrimination in employment, credit transactions, public accommodation, housing, county facilities and services, and county contracts.

The contractor shall comply with the substantive requirements of Chapter 2.460 SCC, which are incorporated herein by this reference. Execution of a contract constitutes a certification by the contractor of the contractor’s compliance with the requirements of Chapter 2.460 SCC. If the contractor is found to have violated this provision, or to have furnished false or misleading information in an investigation or proceeding conducted pursuant to this Agreement or Chapter 2.460 SCC, the contract may be subject to a declaration of default and termination at the County's discretion. This provision shall not affect the contractor's obligations under other federal, state, or local laws against discrimination.

17. FEDERAL SUSPENSION AND DEBARMENT

Federal Executive Order 12549 prohibits federal, state and local public agencies receiving grant funding from contracting with individuals, organizations, or companies who have been excluded from participating in federal contracts or grants.

The purpose of this certification is for the contractor/vendor to advise Snohomish County, in writing, of any current Federal Suspension and Debarment.

18. PUBLIC DISCLOSURE

Submittals received by Snohomish County in response to this solicitation become public records and are subject to Chapter 42.56 RCW, the Public Records Act.